WatchBOt

View what's important to you, Anytime, Anywhere...

User Guide

Revision 6 - April 2012

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Introduction & safety

Congratulations on the purchase of your new WatchBot home security camera. Please read this manual correctly as it will help you to use the camera correctly and understand it's functions and features.

Before installing

Before installing and using the camera, please read all the safety instructions below carefully.

Installation environment

The WatchBot camera is designed to be used indoors. The manufacturer and distributor assume no liability for damage arising from using the device outdoors.

- Working temperature is limited to between 0°C - 50°C and humidity is limited to between 5% - 90%.
- Avoid inflammable and explosive environments;
- Do not expose to excessive vibration and do not place other items on the camera;
- Avoid installing near strong magnetic or electrical fields that could damage the unit;
- Always ensure the installation environment is well ventilated;

Transportation and carrying

The camera packaging ensures the device will not be accidentally damaged during transport. In handling the unit, it is best to use the original packaging. Avoid moving the camera between extremely cold and hot environments which may result in condensation forming.

Maintenance and protection

- Please refrain from opening the camera housing to avoid damage and risk of electric shock.
- Please only use the original power adapter. Use of unauthorised power adapters can damage the camera.
- Touching the camera lens will leave fingerprints and cause image blurring.
- Do not immerse in liquid; this may cause the camera hardware to short circuit and become a fire hazard.

What's in the box?

Item	Quantity
WatchBot Home Security Camera	1
Wi-Fi Antenna	1
Software CD	1 (includes User Manual/IP Camera Tool Software)
DC Power Supply (5V 2A)	1
Network Cable	1
Mounting bracket	1
I/O Connection Kit	1

Product overview

WatchBot is an integrated wireless IP Camera solution. It combines a high quality digital video camera with network connectivity and a powerful web server, allowing you to view live video on your Desktop PC, Laptop or Mobile device using your local network or remotely over the Internet. The basic function of the WatchBot is transmitting remote video over an IP network. The high quality video image can be transmitted with up to 30fps speed over a LAN/WAN by using MJPEG hardware compression technology.

The WatchBot is based on the TCP/IP standard. There is a web server inside which supports modern web browsers, making management and maintenance of your device simple and intuitive. You can use the WatchBot camera to remotely monitor, for example, your home, office, car or pets. Controlling the camera and managing the live video image is easily accessible via your web browser, or third-party software. (See **www.watchbotsupport.co.uk** for details).

Basic Features

- Powerful high-speed video protocol processor
- High-sensitivity 1/4" CMOS sensor
- 300K Pixels
- IR night vision (Range: 3-5m)
- Optimised MJPEG video compression for transmission
- Multi-level users management and passwords definition
- Embedded Web Server for users to visit via web browser
- Support wireless network (Wi-Fi/802.11/b/g) mobile
- Supporting Dynamic IP (DDNS) and UPnP LAN
- Alarm for motion detection
- Support one-way (I/O) alarm connection
- Image snapshot
- Multiple network protocols incl: HTTP/TCP/IP/UDP/SMTP/DDNS/DHCP/FTP
- Remote system update

Approximate Dimensions

- Width: 90mm
- Depth: 110mm
  (plus Antenna: 120mm)
- Height: 115mm

Warning: Do not forcibly move the camera pan/tilt motion manually. This is likely to result in damage to internal components and will void your warranty.

1 Quick Setup and Operation

1.1 The WatchBot IP camera is a capable and technical piece of hardware. To get you up and running quickly with your device, please follow this Quick Setup Guide.

For more advanced setup options and troubleshooting, please consult the **Advanced Guide on page 16, FAQs on page 29 and the Appendices from page 33**.

Further detailed information can also be found on the WatchBot support website at www.watchbotsupport.co.uk

1.2 Connect camera components

On removing your camera from the box, there are three essential components you need to connect together:

- Connect your Wi-Fi Antenna to the rear of the camera
- Connect the power supply
- Connect the camera to a spare port on your network router using the network cable provided

1.3 Install the WatchBot Camera Tool Software

Insert the supplied Software CD into your CD-ROM drive. It should auto-run, but if it does not, open up 'Computer' and double-click on the CD-ROM drive icon and select **'WatchBotCamSetup.exe'.**

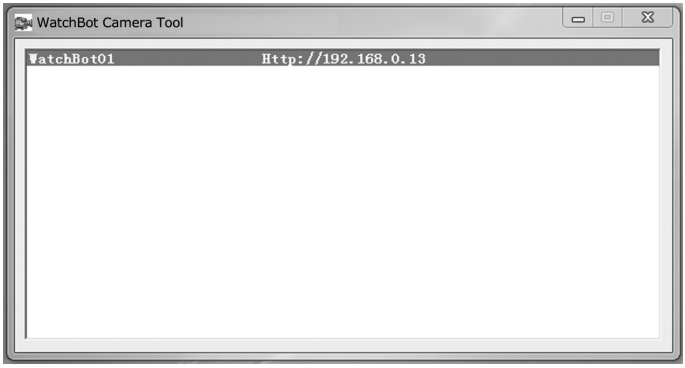
Choose 'Install WatchBotCam Tool' and follow the on-screen instructions.
When complete, **please Restart your computer.**

1.4 Run the WatchBot Camera Tool Software

The IP Camera Tool icon will have appeared on your Computer Desktop. Double-click the icon to run the camera software.

A dialogue window will appear similar to the one shown below. You should see your camera listed and it's assigned Local IP (Internet Protocol) Address. This is usually takes the form of 192.168.0.X or 192.168.1.X. If no camera(s) are listed, or you see any other error message, **please go to Section 5 - FAQs, for more details.**

> ***Note:*** *The auto-assigned IP Address may change each time the camera is rebooted or powered on/off. For details of how to fix the IP Address of you camera for more convenience, please consult pages 34 and 35 in Appendix A.*



> ***Note:*** *Right-clicking on the entry above will give access to a context menu for functions described in detail later in this manual.*

1.5 Setting up your WatchBot camera on your LAN

> ***Note:*** *This Quick Setup Guide assumes you are using Microsoft Internet Explorer web browser. Other browsers will work for viewing the camera's live video feed, however less features will be available. Please upgrade your browser to the latest version of Internet Explorer available to you.* ***Using another browser? Please see Section 4.***

Before your camera can be accessed via the Internet, it needs to be setup on your LAN. Double-click on the camera listing as shown above in the WatchBot Camera Tool software. After a short time, a Log In window will appear as shown overleaf.

As we have not yet set up any extra Administrators or Users, log in with **admin/no password**.

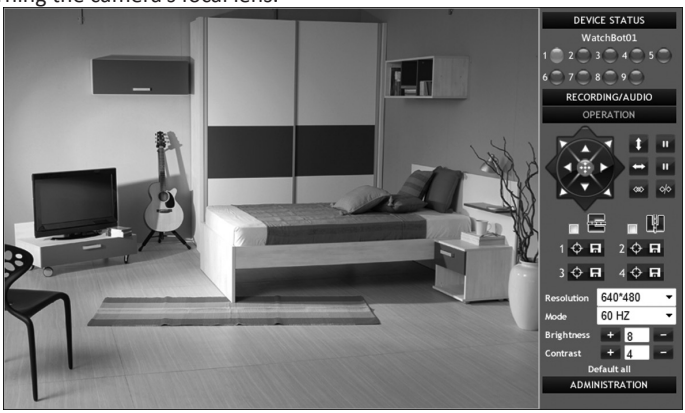
A Login screen will appear. Input the Username and Password here and click Sign in.
If you need to install ActiveX you can do so by clicking the download link on the page.

1.5.1 Important Information about Microsoft ActiveX Controls

ActiveX controls are small programs, sometimes called add-ons, that are used on the Internet. They can enhance your browsing experience by allowing interactive content or they can help with tasks such as installing security updates. Some websites require you to install ActiveX controls to see the site or perform certain tasks on it. When you visit such a site, Internet Explorer asks if you want to install the ActiveX control. Some WatchBot camera functions such as recording and audio require ActiveX controls to be enabled. If you experience any issues with enabling ActiveX on your computer, please visit **http://windows.microsoft.com/en-GB/windows-vista/Why-does-Internet-Explorer-block-some-ActiveX-controls** for more assistance.

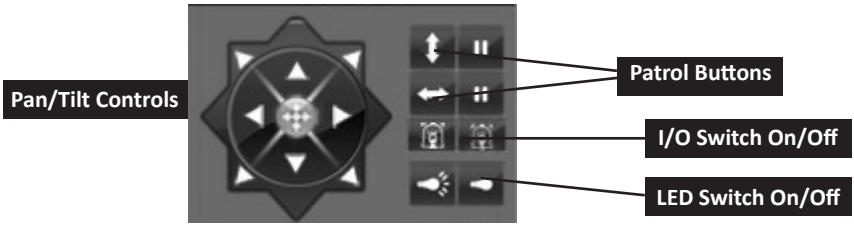
ActiveX is not required when using other browsers such as Firefox, Chrome or Safari, however features are much more limited. **(See section 4 for details).**

Once ActiveX is correctly configured within Internet Explorer, you will see the live video feed from your WatchBot camera and a green light will appear next to '1' under 'Device Status'. The camera is now available to your local network. If required, focus can be manually adjusted by gently turning the camera's focal lens.



1.6 Operator Controls - Basic camera operation

Your WatchBot camera features pan/tilt (P/T) controls, providing a wide viewing angle. Access to these controls appears on the right of the video feed.



1.6.1 Pan/Tilt (P/T) Controls

Click on any of the directional arrow buttons and the camera will respond and move in that direction. To centre the camera, click on the red centre icon. The device will then perform a full vertical and horizontal patrol before re-centering it's view.

1.6.2 Patrol

Clicking the horizontal or vertical patrol buttons will tell the camera to make a patrol in that direction. Click the pause button to pause the patrol.

1.6.3 I/O Switch On/Off

Toggles the I/O Switch Output On and Off. **I/O connectivity is described in Section 3.6.5.**

1.6.4 LED Switch On/Off

Toggles the infared LEDs On and Off.

1.6.5 Flipping the feed image

If required, the video feed image can be horizontally or vertically flipped by checking these boxes:

1.6.6 Pre-Positioning Buttons

First, move the camera to a certain position and press to save the position. Then, move to another position and press the button. The camera will go back to the position you just saved.

1.6.7 Screen Resolution/Mode

The video feed screen resolution can be toggled between 320 x 240 pixels (low-res) and 640 x 480 pixels (high-res), and the Mode (Refresh Rate) can be set to either 50Hz, 60Hz or 'Outdoor' for a flicker-free video display.

1.6.8 Brightness and Contrast

Brightness and Contrast can be adjusted to suit.

1.6.9 Default settings

Click 'Default all' to reset all preferences to their default settings.

1.7 Visitor Controls, Recording video and audio

Via Internet Explorer, the WatchBot camera features comprehensive monitoring and recording of video images and sound. To access these features, click the 'For Visitor' tab on the right.

1.7.1 Multi-View

Up to nine WatchBot cameras can be connected and monitored simultaneously via a split-screen. Click the multi-view icons to monitor up to 1, 4, or 9 cameras.

1.7.2 Add Timestamp

Check this box to add a timestamp to your video footage for accurate time-tracking.

1.7.3 On-Screen Display (OSD)

Choose from a range of colours to display the camera name, date and time on screen and recorded footage.

1.7.4 Audio Buffer

If experiencing slow internet speeds, set the Audio Buffer to a higher number. This will however result in more of a sound delay.

1.7.5 Live feed On/Off and Snapshot

Click the 'PLAY ARROW' icon to monitor the live video feed, click the 'PAUSE' icon to turn off the live video feed and click the 'Camera' icon to take a still snapshot of the current view.

1.7.6 Recording video and audio

Simultaneous recording of up to nine WatchBot cameras can be performed using the record functions. Each camera is listed from 1 - 9 and has it's own set of icons:

i ii iii

i. Toggle recording of audio on/off.
ii. Toggle voice interaction on/off. (Don't forget to connect a speaker via the mini jack).
iii. Toggle Recording of video on/off. (On clicking this button, you will be asked where you wish to save the subsequently recorded .AVI video file).

1.7.7 Motion Sensor, Alarm and Email Alert

Your WatchBot camera comes complete with comprehensive motion detection, alarm and email alert functions. **Please see Section 3.6 for details of these features.**

2 Setting up your camera for access via the Internet

Up to now, we have covered setting up your WatchBot camera on your local network (LAN). Here, we will look at accessing the camera from the Internet, so that wherever you are, you can access the live video feed from your camera. **(For extra information, see Appendix A).**

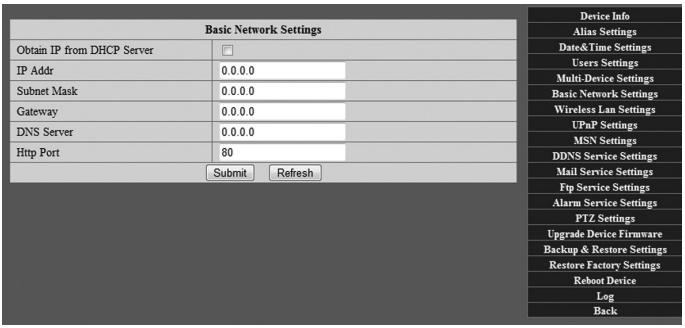
2.1 Setting up Network Settings

Your WatchBot camera needs an IP (Internet Protocol) address in order to appear on your local network and subsequently to be accessed via the Internet.

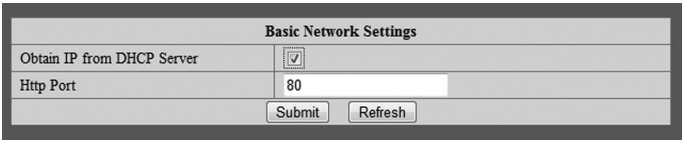
2.1.1 Click 'Administrator' tab on right, then go to 'Basic Network Settings'

This page allows you to either manually enter the network details (these would be available from your Internet Service Provider), or in most cases, obtain these details from the DHCP (Dynamic Host Configuration Protocol) server.

Note: *If in doubt, try DHCP first, as in many cases this will work by assigning your camera an IP address automatically. Please contact your Internet Service Provider if you are still experiencing any difficulty.*

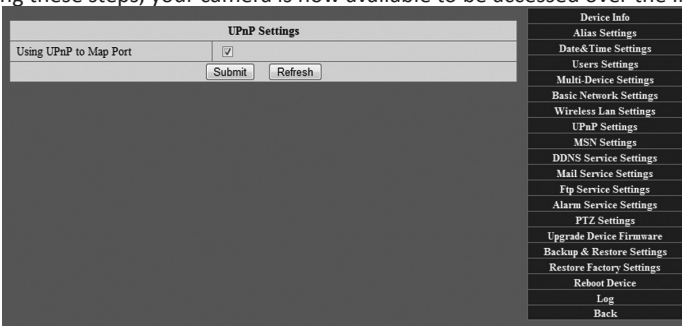


Once DHCP box is checked:



2.1.2 Once this is set, then go to 'UPnP Settings'

Check the box next to 'Use UPnP to Map Port', then click 'Submit'. (This may be pre-set for you). On completing these steps, your camera is now available to be accessed over the Internet.

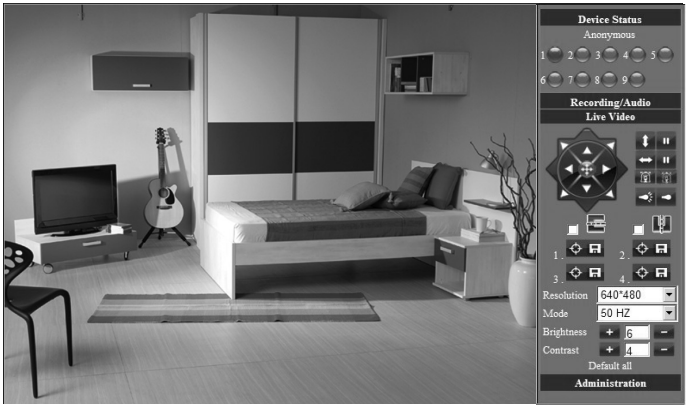


2.2 Visit the web page assigned to your camera

Now visit the web page listed on the sticker on the base of your camera under 'DDNS

Hostname'. It will resemble **wbot[XXXXX].watch-bot.net** and login with the default admin/no password. (To set up more users, please see Section 3.1.4).

After logging in, click 'Sign-In' under 'ActiveX Mode for IE Browser', you will be logged in to the camera viewing and control interface. (Adjust Resolution to 640x480 if required).



Note: *Please see technical note in Section 1.5.1 regarding Microsoft ActiveX controls if experiencing any difficulty.*

For many more features, please see Section 3 - Advanced Setup Guide.

3 Advanced Setup Guide

Your WatchBot camera contains many innovative features, making it a versatile and complete home security system, including Motion detection, Alarm, Email and Live Messenger (MSN) functions. This advanced guide will take you through the more technical capabilities of the device.

Further detailed information can also be found on the WatchBot support website at www.watchbotsupport.co.uk

3.1 Administrator Settings

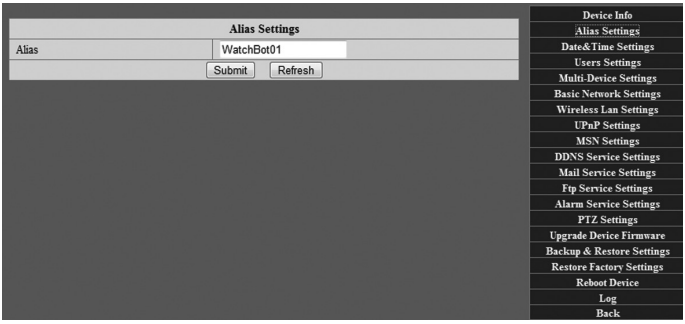
Click the 'ADMINISTRATOR' tab on the right of the interface to access these settings.

3.1.1 Device Info

See screenshot above. This provides an overview of the Camera Device unique ID, Firmware version, Interface version, Alarm Status, assigned Name Server (DNS) settings, Universal Plug and Play (UPnP) settings and MSN status.

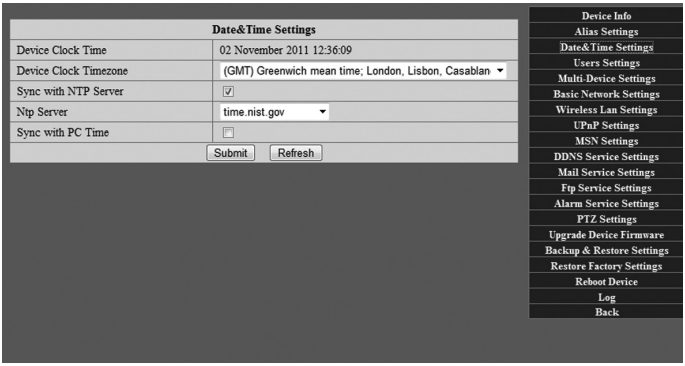
3.1.2 Alias Settings

This screen allows you to set the name of each camera on your network for easy reference. For example, Car port, Kitchen, Living Room.



3.1.3 Date and Time Settings

Here you can set the device timezone and synchronise the time with any one of a number of Network Time (NTP) Servers around the world, or your own Computer time settings.



3.1.4 User Settings

Here you can set up User Accounts and Access Levels for yourself and anyone else who will need access to the camera.

It is highly advisable to set a Username and Password as soon as possible.

They are as follows:

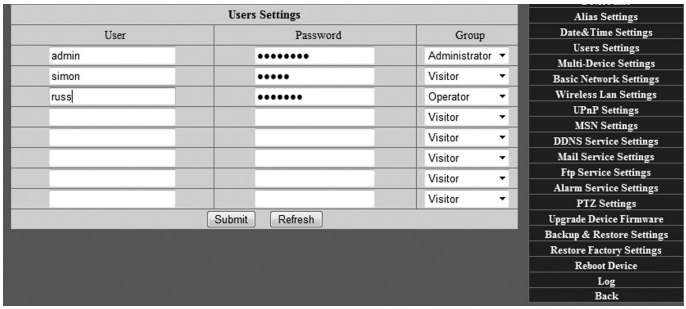
Administrator: Access to all camera functions and administrator settings.

Operator: Access to all viewing, camera control and recording functions, but not the administrator settings.

Visitor: Access to viewing and recording functions, but no access to camera controls or administrator settings.

Simply enter the username(s) and password(s) and access level(s) you wish to assign and click 'Submit'. These are then used as logins.

(Tip: You may wish to make a note of these elsewhere).

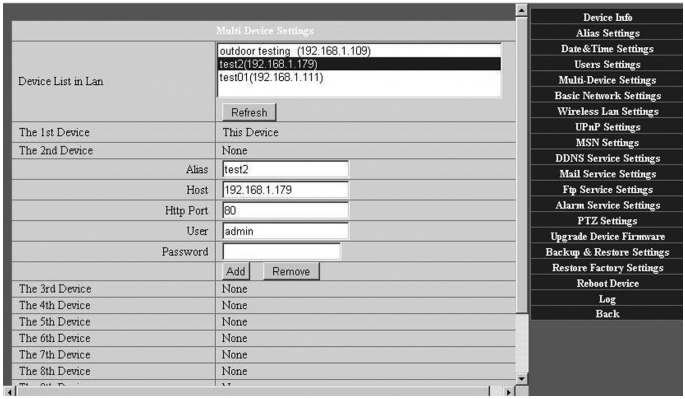


3.1.5 Multi-Device Settings

This screen provides an overview of your connected cameras and their IP addresses. It also allows editing of the IP addresses, providing the ability to access a wider network of WatchBot cameras anywhere in the world, via the Internet. Up to nine devices can be added.

Add cameras within the Local Network (LAN)

Here, you can see all devices searched in LAN. The 1st Device is your first camera. You can add more cameras in the LAN for monitoring. The Web software supports up to 4 Cameras online simultaneously. Click 'The 2nd Device' and Double click the item in the 'Device List in LAN'. 'Host' and 'Http Port' will fill in automatically. Enter the correct username and password then click 'add'. Add more cameras in the same way.



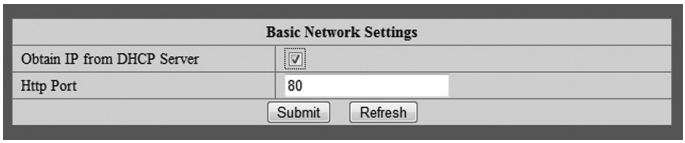
Add cameras via the Internet

Firstly, make sure the camera added can access the Internet with the IP address or DDNS domain. For example: http://219.133.200.165: 81 or http://wbot[XXXXX].watch-bot.net. Enter these details in 'Host' along with the 'Alias' and 'Http Port' setting. Enter the correct username and password then click 'add'. Add more cameras in the same way.

3.1.6 Basic Network Settings

Your WatchBot camera needs an IP address in order to appear on your local network and subsequently to be accessed via the Internet. This page allows you to either manually enter the network details (these would be available from your Internet Service Provider), or in most cases, obtain these details from the DHCP (Dynamic Host Configuration Protocol) server.

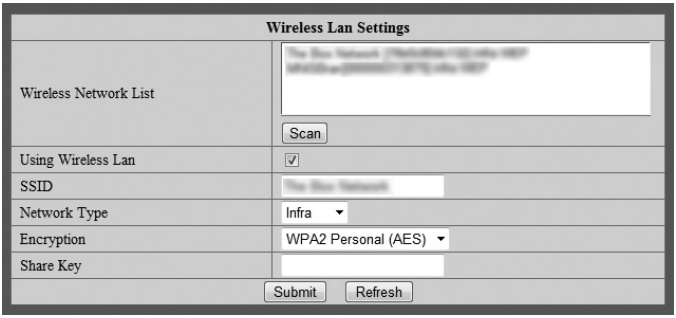
'Http Port' may be left as the default, however a different port number may be required. (See Appendix A for details).



> ***Note:*** *If in doubt, try DHCP first, as in many cases this will work by assigning your camera an IP address automatically.*

3.1.7 Wireless LAN Settings

Your WatchBot camera can function wirelessly on your local network, negating the need for a network cable to be attached to the device.



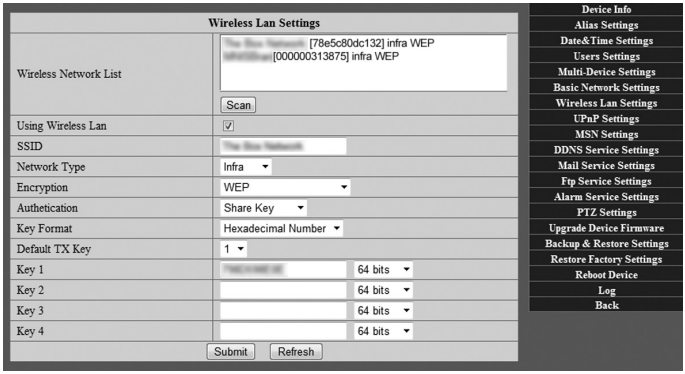
Above: Example showing WPA2 (AES) Settings

By adding your wi-fi settings here, your camera will remember them and function wirelessly.

3.1.7.1 Using your WatchBot camera wirelessly

First, ensure your camera has mains power and that your Wi-Fi antenna is attached to your camera. The camera can operate wirelessly via **WPA2 (AES) and WEP encryption**. Most networks will use WPA2 and the router will not need to be changed.

Click 'Scan' to search for your wireless network, then complete the details on the page. If the scan does not find your network, your SSID can be obtained from your router page. If you have problems, please consult your router manual and/or contact your Service Provider.



Above: Example showing WEP Settings

When all fields are completed, click Submit to save the settings. The camera will reboot.

Unplug the network cable

Once the settings above have been saved and the camera has rebooted, unplug the network cable from the camera, then unplug the power cable.

Re-attach the power cable and wait approximately 30 seconds to 1 minute for the device to appear on the wireless LAN. (You can test this by attempting to access your camera interface via Internet Explorer).

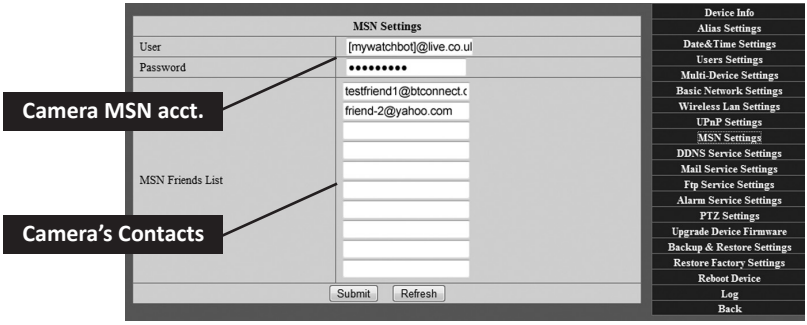
Your WatchBot camera is now functioning wirelessly and will only need it's power cable attached in order to operate.

3.2 Windows Live Messenger (MSN) Settings

Set up a Windows Live Messenger account for your WatchBot camera for quick and easy access to a link to your live video feed. To setup MSN, follow the steps below:

3.2.1 Create an MSN account for your camera

Sign up for a new Hotmail or Live ID account for your camera, then complete User/Password fields with this new account information.

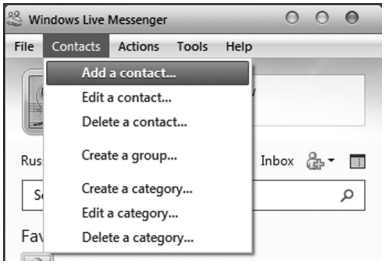


3.2.2 Add contacts' details

In the fields below, add the MSN details of those accounts you want to appear in the camera's Contacts List in Messenger. Tip: If you are Administrator, include your own MSN Account here.

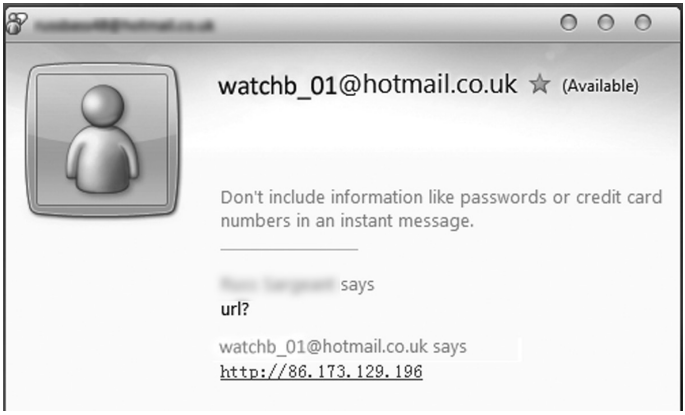
3.2.3 Add the camera as a contact in MSN

Log in to your own MSN account, click 'Add Contact' to add the WatchBot account you just created as a contact. Once set up, the WatchBot will appear in your Messenger Contact's List and you can interact with it.



3.2.4 'Chat' with your camera!

Open up a chat window with your camera and type 'url?'. The camera will respond with an http address link. Click on this to visit your camera control panel and log in as normal.



3.3 DDNS Service Settings

If you have correctly registered your camera (See Section 1.2) these fields will be completed for you. They reflect the details printed on the sticker on the base of your camera.

3.4 Mail Service Settings

Your WatchBot camera can send email notifications if motion is detected (also see Section 3.6 - Alarm Service Settings). These emails contain time and date information along with images automatically snapped by the camera at the moment of detection. To set up email notifications, follow the steps below:

3.4.1 Enter the sender email settings

In 'Sender' enter the email address you want the messages to come from. This must be a real email address.

3.4.2 Enter the receiving email address(s)

Enter email addresses by which you want to receive emails from the camera.

3.4.3 Mail server settings

Enter the SMTP settings for the sending account. If you do not know these, they can be obtained from your Email Provider.

Commonly used is Google's 'Gmail'. **Settings for Gmail appear below as a guide:**

SMTP Server:	smtp.gmail.com
Transport Layer Security Protocol:	STARTTLS
Need Authentication:	[Checked]
SMTP User:	[Your full Gmail email address]
SMTP Password:	[Your regular Gmail account password]

3.4.4 Save and Test

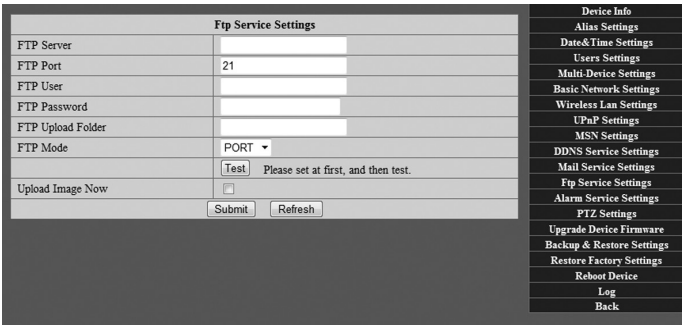
Once settings are entered, you must click on 'Submit' first, then click on 'Test'.

3.5 FTP Service Settings

If you have access FTP access to a server provided by your Web Hosting Provider etc., you can configure your WatchBot camera to upload images to the server when motion is detected (also see Section 3.6 - Alarm Service Settings). Enter your FTP server details in the fields provided. If unknown, they can most likely be obtained from your Web Hosting Provider.

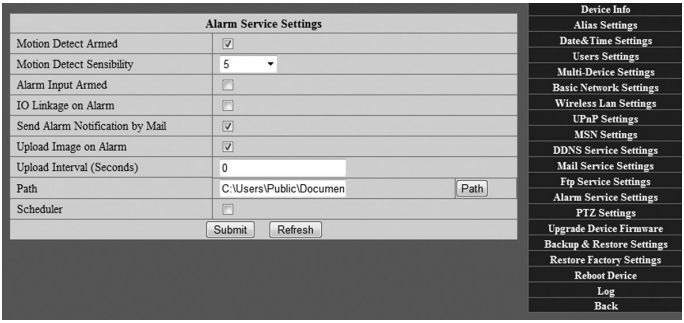
3.51 Save and Test settings

Once settings are entered, you must click on 'Submit' first, then click on 'Test'.



3.6 Alarm Service Settings

Your WatchBot camera has a built-in motion sensor and can be configured to sound an alarm, send email alerts and upload images should motion be detected. (Also see Section 3.4 - Mail Service Settings and Section 3.5 - FTP Service Settings).



3.6.1 Arming motion detection

Check the box next to 'Motion Detection Armed'

3.6.2 Motion Detect Sensitivity

Set the sensitivity of the motion detector. A setting of '5' is usually adequate.

3.6.3 Alarm ON

If sound is enabled on the viewing PC, an audible alarm will sound and the interface light next to the camera number which has detected movement will flash red.

3.6.4 I/O Linkage on Alarm

If checked, the alarm signal will also be sent to any other alarm systems you have connected to the camera.

3.6.5 Setting up I/O linkage hardware

I/O PINS: **(1)** Output (+5V)
(2) Output
(3) Alarm input
(4) Input (GND)

Input Pins: The input pins can be used for 1-way external sensor input. For example, you may connect a Passive Infrared Sensor (PIR) to it for motion detection. When an external sensor triggered, WatchBot can be programmed to send an email with picture, or control the internal relay output. If you link an external alarm with Pin3 and Pin4, when alarm input is armed, the external alarm is enabled.

I/O Linkage on Alarm: Pin1 will output +5V when alarm is triggered, and output LOW when alarm is released automatically.

Switch On/Off buttons control Pin1 output manually.

3.6.6 Connecting an External Alarm

To enable the WatchBot camera to sound an external alarm upon motion detection follow the following steps:

3.6.6a

- Connect the I/O linkage adapter supplied to the camera
- Connect both output cables to the adapter, Solid Black into pin 1 and red/black into pin 2

3.6.6b

- Within the Watchbot user interface, navigate to Alarm Service Settings
- Check Motion Detect Armed
- Then check IO Linkage on Alarm
- Adjust the sensitivity to your preference
- Click submit to save your settings

Once the settings have been saved, the connected alarm will soud for 30 seconds upon motion detection.

3.6.7 Send Alarm Notification by Mail

If checked, an email alert will be sent containing images, time and date details. (See Section 3.4 - Mail Service Settings).

3.6.8 Upload Image on Alarm

If checked, images will be uploaded by email at the allocated interval (seconds).

3.6.9 Path

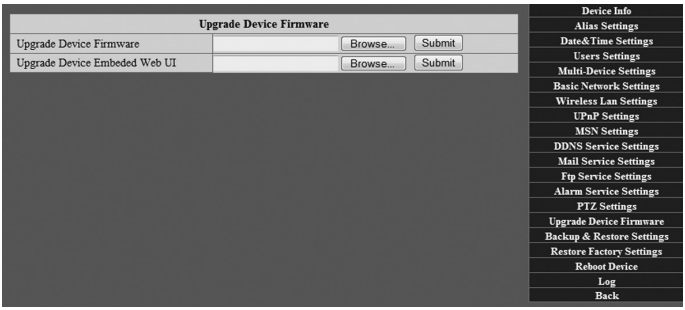
This is the path the camera will save it's videos to.

3.6.10 Scheduler

Check to enter a time schedule for when the alarm is armed or dormant. Simply click on the calendar fields to select, and once more to deselect.

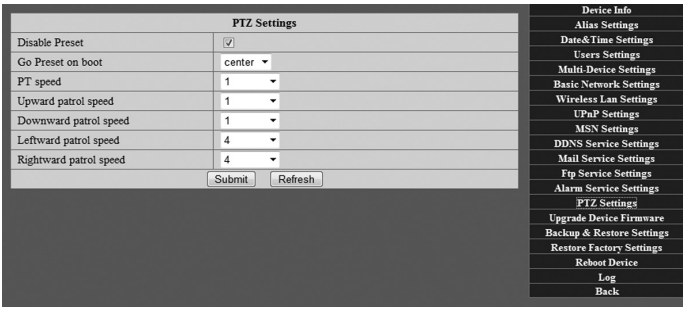
3.6.11 Save your settings

Don't forget to click 'Submit' to save your settings!



3.7 PTZ Settings

Here you can override preset Pan and Tilt settings and speeds.



3.8 Upgrade Device Firmware

This screen allow uploading of updated Firmware files and Web User Interface settings. These will be released periodically and will appear on the Watch-Bot web page.

3.9 Backup/Restore Settings

Make a backup of current settings and later upload them if required.

3.10 Restore Factory Settings

All user settings will be erased from the camera and the device will be reset to it's default factory settings. A prompt will appear asking if this is really what you want to do. Use with care.

3.11 Reboot Device

Reboot the camera device. This will take 30 seconds and a countdown will be displayed.

3.12 Log

This screen displays a log of camera access, comprising Date, Time, User, IP address and activity. This is presented in plain text and can be copied and pasted into ant text-editor.

3.13 Back

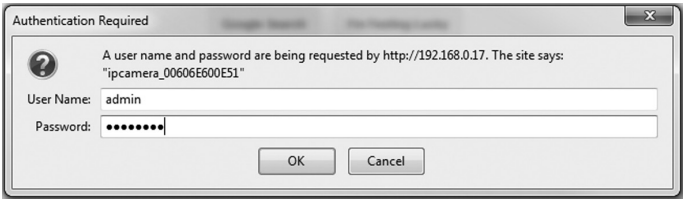
When in the Administrator settings, use this to go back to the camera viewing interface.

4 Using other browsers on your PC, Mac or Tablet to access camera Web Interface.

To experience the full feature-set of your WatchBot camera, please use Microsoft Internet Explorer. Other browsers (eg. Firefox, Chrome, Safari) can be used, but possess a limited feature set.

4.1 Logging in using Firefox, Chrome or Safari on your PC, Mac or Tablet

Login with your Username and Password as shown, then click 'Sign-In' under the 'Server Push Mode (For FireFox, Safari Browser)' heading.



4.1.1 The Web Interface

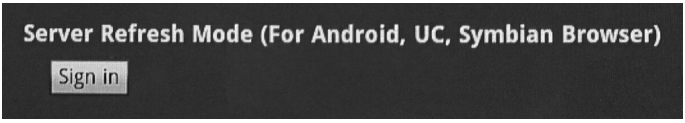
There are now only three headings on the right. Click 'Live Video' to access the camera controls and Live Video Viewing, and 'Device Management' for Administrator Settings.

Access to all camera Pan/Tilt and Live Video Viewing remain unaffected, however **the following functions are unavailable when <u>not</u> using Microsoft Internet Explorer:**

- Recording of Live Video Stream and Audio
- Two-Way Audio interaction with the camera's environment
- On Screen Display (OSD)
- Audio Buffering
- MSN Messenger functions

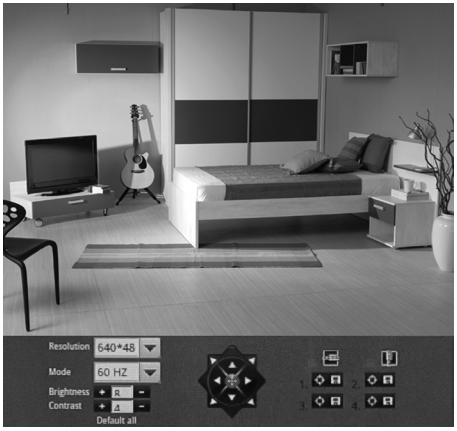
4.2 Logging in on a mobile device (eg. Symbian/Android web browsers)

Login with your Username and Password as shown, then click 'Sign-In' under the 'Server Refresh Mode (For Android, UC, Symbian Browser)



4.2.1 The Web Interface

When viewing via a mobile browser, only Pan/Tilt controls and Live Video Viewing functions are available.



Note: *When viewing your live video feed on your mobile device using a broadband Wi-Fi connection, video will refresh smoothly. When using a 3G or similar mobile network, the video image and controls will refresh more slowly, due to bandwidth restrictions. Data charges may apply - check with your network provider.*

5 Frequently Asked Questions (FAQs)

As well as these FAQs, please visit the WatchBot Support Website at www.watchbotsupport.co.uk

I have forgotten the administrator username and/or password...
To reset the administrator username and password, Press and hold down the 'RESET' button on the camera base for 5 seconds. Release, and the username and password will be reset back to the factory default administrator username and password.
Default administrator username: admin
Default administrator password: No password

The Camera Tool icon doesn't appear on my Desktop.
This is a problem with Windows Vista and Windows 7; particulary 64bit operating systems. Check the following two places for '**IPCamera.exe**', then manually create a Desktop shortcut: **C:\Windows\System32** or if you have a 64bit system - **C:\Windows\SysWOW64**

I'm having problems setting up the IP Address...
Check whether the IP address of the Camera server shares the same subnet as your work station: Click My Computer > Control Panel>Network & Dial-up Connections > LAN > Attributes >Internet Protocols (TCP/IP), and check IP Address and Subnet Mask. Make sure they are in the same subnet when configuring IP Camera IP address manually.

I get 'Subnet does not match. Dbl-click to change' in the Camera Tool window...
Left-click on the error message (it will turn blue), then right-click and choose 'Network Configuration'. Check the box that says 'Obtain IP Address using DHCP Server' and click OK.

I'm unable to access IP Camera via web browser...
Double Check to ensure that your HTTP server software is configured and running properly. If you're running any firewall software, make sure it's allowing inbound connections to port 80. Also, if you happen to be using a cable/DSL router, make sure you've set up port forwarding properly (consult your router's documentation for more information). If none of these seem to be the problem, it's also possible that your ISP is blocking inbound connections to port 80. Many IPS's have done this because of internet worms such as Code Red, If this is the case, you willl have to setup your HTTP server on an alternate port (such as 81).

I have no picture/Problems with ActiveX Controller...
Some WatchBot camera functions such as recording and audio require ActiveX controls to be enabled. If you experience any issues with enabling ActiveX on your computer, please visit **http://windows.microsoft.com/en-GB/windows-vista/Why-does-Internet-Explorer-block-some-ActiveX-controls** for more assistance.

ActiveX controls are small programs, sometimes called add-ons, that are used on the Internet. They can enhance your browsing experience by allowing interactive content or they can help with tasks such as installing security updates. Some websites require you to install ActiveX controls to see the site or perform certain tasks on it. When you visit such a site, Internet Explorer asks if you want to install the ActiveX control.

ActiveX is not required when using other browsers such as Firefox, Chrome or Safari, however features are much more limited. **(See section 4 for details).**

My video image appears jerky or freezes temporarily and controls are sluggish...

You may be experiencing problems with network bandwidth. The image frame rate is subjected to the following factors: 1). network bandwidth; 2). PC performance, network environment and display preference setting (brightness, theme, etc.); 3). the number of visitors (Too many visitors will slow down the image frame rate.); 4). choice of switch or hub (Try using a Switch for multiple IP Camera Servers rather than a Hub).

Why do I get a pop-up prompt 'Failed to connect to the device…'?

This prompt only appeared in the case of using multiple cameras. Enter the Multi-Device Settings page (login as administrator) to check the Device setting is correct or not.
When one of the multiple cameras is disconnected, the color changes to yellow and this popup appears.

I can't access my WatchBot camera on the internet...

1) ActiveX controls may not be installed correctly (see FAQ 'I have no picture / Problems with ActiveX Controller').
2) The port used is blocked by Firewall or Anti-virus software. Please check and try again.
3) Port mapping has not been successful. There are two possible solutions:

- Go to Administrator | UPnP Settings. Check the box next to 'Use UPnP to Map Port', Click Submit and ensure you see the 'Success' message.
- If your router has Virtual Map (Port Mapping) functions enabled, enter router setting page and manually add WatchBot's IP and port to the Virtual Map list. (See Appendix)

The WatchBot Camera Tool can't find the camera...

Confirm the power supply is connected. Check the yellow light on the RJ45 Port (power indication light) and the green light (network indication light) are both on or not.
Try temporarily disabling your Firewall/Anti-Virus. A firewall often blocks unrecognised data.

Does the WatchBot camera work with any third-party software?

Yes it does. Details of Windows, Macintosh and Mobile software can be found on the support website at www.watchbotsupport.co.uk

Unknown or unresolvable issues...

Press RESET button on the camera base for 5 seconds and then release, to restore the factory default state, then try reconnecting. ***Note: You will lose all saved settings.***

6 Glossary

Common technical terms used throughout this manual.

DDNS

Short for **Dynamic Domain Name Server**, a service that maps Internet domain names to IP addresses. DDNS allows anyone hosting a Web or FTP server to advertise a public name to prospective users.

DHCP

Short for **Dynamic Host Configuration Protocol**, a network configuration protocol for hosts on Internet Protocol (IP) networks. DHCP automates network-parameter assignment to network devices.

FTP

Short for File Transfer Protocol, is a standard used to transfer files from one host to another host over a TCP-based network, such as the Internet.

HTTP

Short for **HyperText Transfer Protocol**, the underlying protocol used by the World Wide Web.

IP Address

Short for **Internet Protocol**, a numerical label assigned to each device (e.g., computer, printer) participating in a computer network.

LAN

Short for **Local Area Network**, a computer network that interconnects computers in a limited area such as a home, school, computer laboratory, or office building.

SMTP

Short for **Simple Mail Transfer Protocol**, an Internet standard for transmission of email across Internet Protocol (IP) networks.

TCP

Short for **Transmission Control Protocol**, the protocol that major Internet applications such as the World Wide Web and email rely on.

UPnP

Short for **Universal Plug and Play**, a technology for dynamically attaching devices directly to a computer.

WEP Encryption

Short for **Wireless Encryption Protocol**, a wireless network security standard.

Wi-Fi

A mechanism for wirelessly connecting electronic devices. A device enabled with Wi-Fi, such as a personal computer, video game console, smartphone, or digital audio player, can connect to the Internet via a wireless network access point.

WWW

Short for **World-Wide Web** and commonly known as **The Web**. A system of interlinked documents accessed via the Internet; commonly known as web pages.

Appendix A

The contents of this Appendix are available as a Tutorial Video Walk-through at www.watchbotsupport.co.uk#routerconfig

Router Configuration and Port Forwarding

Often, it is necessary to configure your network router to allow the WatchBot camera to connect. For this User Guide, we are using the popular NetGear DGN2200 Router. The concepts are the same for any router, however interface and terminology are often different.

PortForward.com

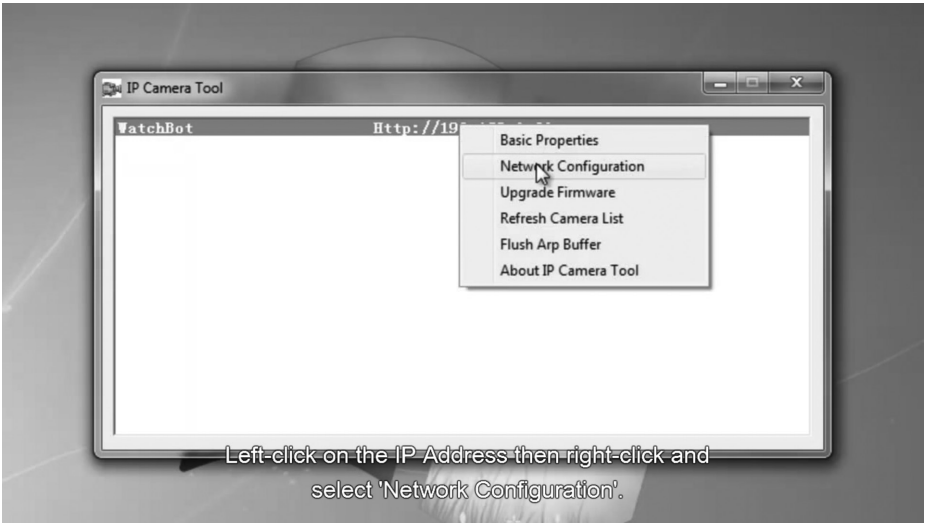
For port-forwarding tutorials for many more router makes and models, please visit the PortForward.com Router List web site - **http://portforward.com/english/routers/port_forwarding/routerindex.htm**. This website provides an exhaustive list of router walk-throughs.

Using the concepts from the guide below, you should be able to follow the tutorials at PortForward.com and successfully set up your router for use with your WatchBot camera.

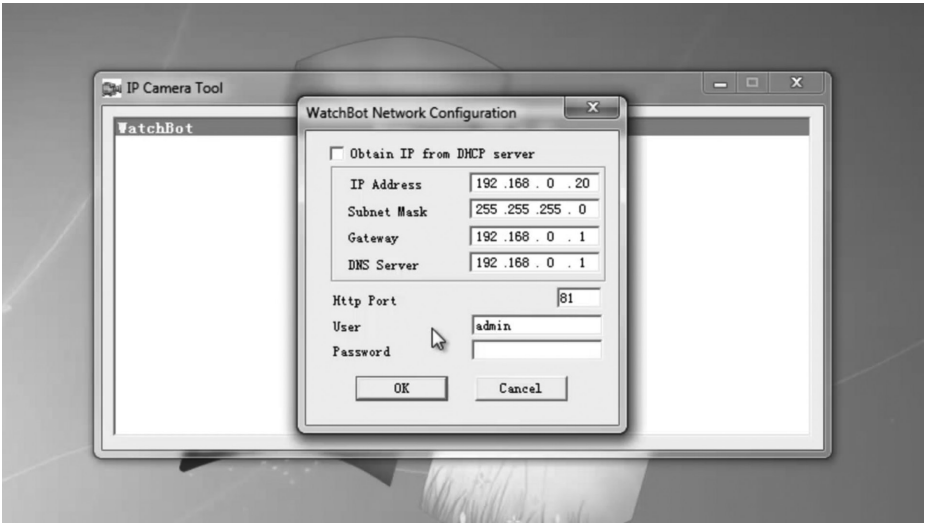
IP Camera Tool
WatchBot
Http://192.168.0.20
The camera IP address will appear. The camera
name will show as 'Anonymous' if unspecified.

Check the current IP/Port details of the connected camera. Click on the IP Camera Tool icon on your desktop. The camera IP address will appear. The camera name will show as 'Anonymous' if unspecified.

OVER...



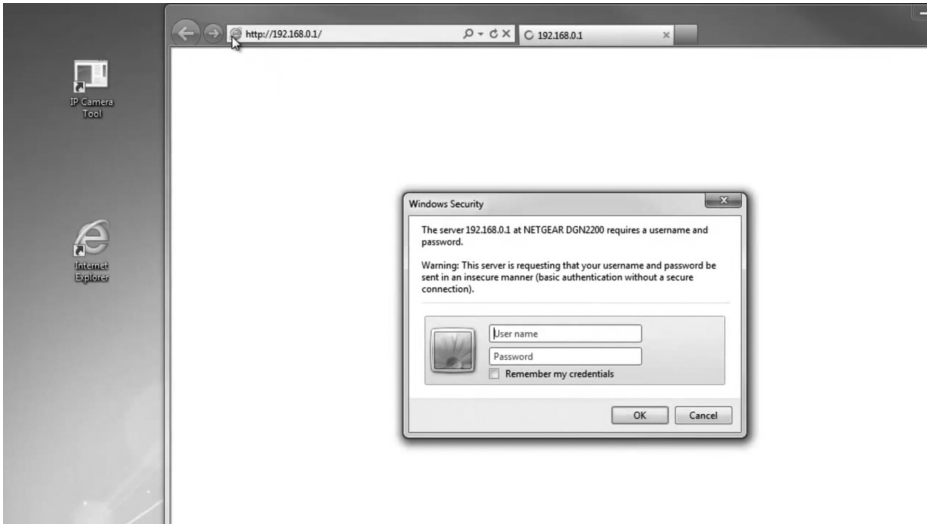
Left-click on the IP Address then right-click and select ‘Network Configuration’.



In the screen above, we see that the last number in the IP Address is set to 20. We will be fixing the IP address of the camera at this number. By default, the Http Port number is set to 80. In the screen above, note that this has been set to 81. A number other than 80 is recommended because Port 80 is often used for alot of other activity on the network.

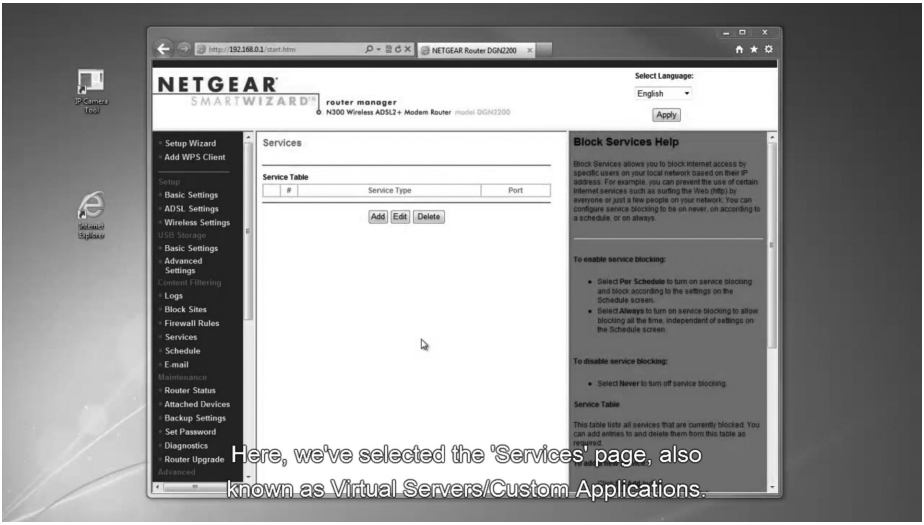
Ensure your Gateway and DNS server are also set correctly, then click OK to save, and the camera will reboot. (This will take around 30 seconds).

If all is OK, the Camera Tool will re-show it's IP Address. Here fixed at .20 and at Port 81.


http://192.168.0.1/
192.168.0.1
IP Camera Tool
Internet Explorer
Windows Security
The server 192.168.0.1 at NETGEAR DGN2200 requires a username and password.
Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection).
User name
Password
Remember my credentials
OK
Cancel

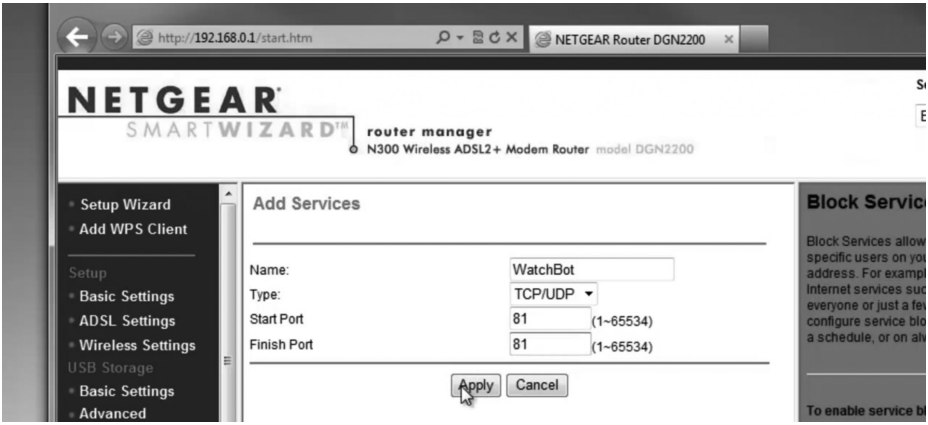
Open your web browser. In the address field, type the IP address of your router; in our case 192.168.0.1. If unknown please consult your router manual and/or your network provider.

Log in to your router admin with your Username and Password, again if unknown please consult your router manual and/or your network provider.

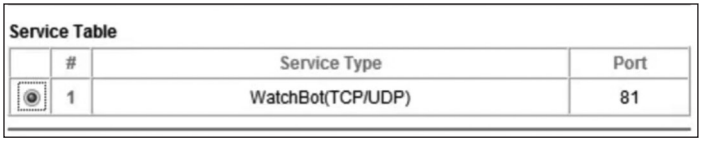


Here we are logged in to the router admin pages. We have selected the ‘Services’ page, also known as ‘Virtual Servers’ or ‘Custom Applications’.

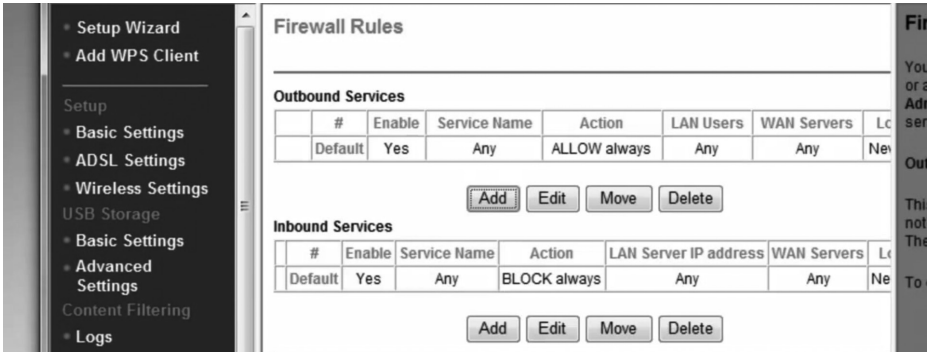
Click ADD.



Enter a name for the Service. This could be ‘WatchBot’, ‘Cam1’ or anything you like. Choose TCP/UDP as Type. This may also be named ‘Both’, or you may need to add TCP and UDP separately. Enter 81 in both ‘Start Port’ and ‘Finish Port’ boxes. Click ‘Apply’.

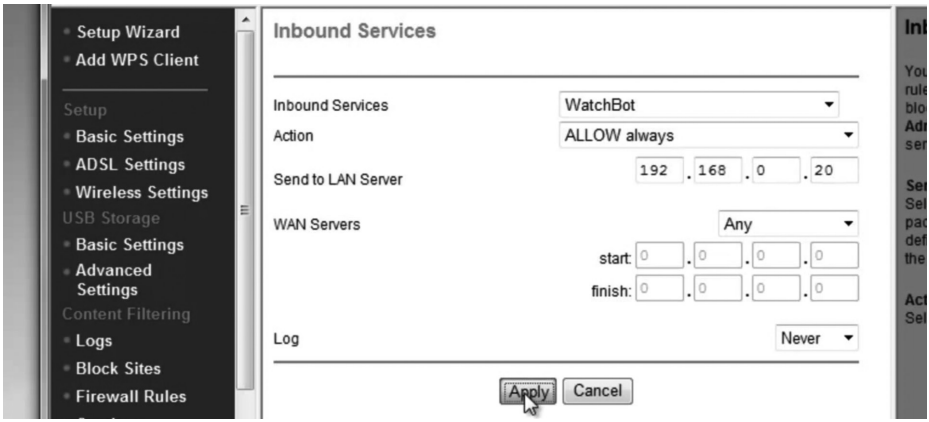


Above: The new Service applied.



Next select 'Firewall Rules' (may also be called 'Security'). We'll be allowing the camera to connect through the router firewall.

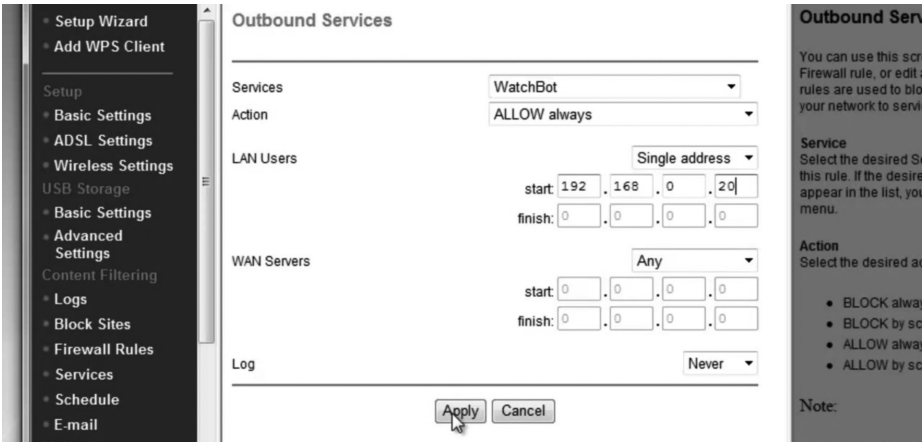
We'll be adding a new Inbound Service. Click the 'Add' button under 'Inbound'.



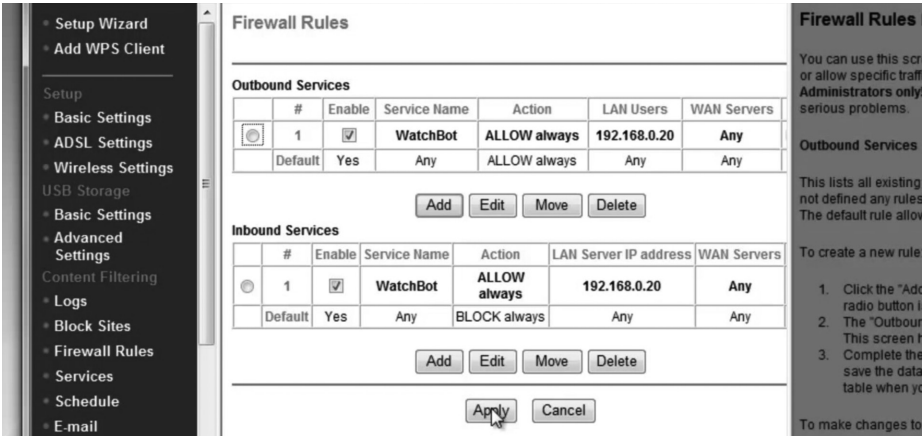
From the drop-down list, choose the name you gave your camera in the 'Services' step.
Ensure 'Action' is set to 'Always Allow'.
Under 'Send to LAN Server', enter the IP address of the camera (in this case 192.168.0.20).
Leave 'WAN Servers' set to 'Any' and click 'Apply'.

In some cases, to allow you to view the camera via the Internet from your local network, you need to add an Outbound Service too. Do this in the same way as the previous Inbound one. (See overleaf).

Click 'Add' under 'Outbound Services'.



From the drop-down list, choose the name you gave your camera in the 'Services' step.
Ensure 'Action' is set to 'Always Allow'.
Under 'LAN Users, choose 'Single Address, then under 'start' enter the IP address of the camera (in this case 192.168.0.20).
Leave 'WAN Servers' set to 'Any' and click 'Apply'.



When back in 'Firewall Rules', click 'Apply' to save your settings.

For instructions on how to set up Port Forwarding on many other router models, please visit the PortForward.com Router List web site.

Details are on the first page of this Appendix.

Appendix B

Accessing the camera locally without the Camera Tool software (for Mac Users)

The Camera Tool software which ships with the WatchBot Camera is Windows only, however the camera itself will work with a Mac and there are two ways to access it without using the software. Details are below:

1. IP Scanner software for Mac OS X

The IP Scanner software is free to use for a network of up to six wireless devices, so should cover most home scenarios. This will allow you to determine the local IP address of your camera.

Download this software from:
http://download.cnet.com/IP-Scanner/3000-2648_4-50848.html or
http://10base-t.com/macintosh-software/ip-scanner/

When run, the camera should appear as 'IP_CAM...' Once found, type this into your web-browser to access the interface login.

2. Obtaining information from your network router

You will need to know the login to your network router before continuing.

- Visit the address of your router in your web browser. (It may be 192.168.0.1 or 192.168.1.254) and log in with your router username/password (not the camera's). If unknown, try admin/password (this is sometimes the default) or consult your router manual or service provider.
- Go to the page that lists yourConnected Devices
- The WatchBot camera should show up as 'IPCAM...'
- Listed next to it should be the camera's local IP address, beginning 192.168...
- Now type the camera's local IP address into your browser and you should be asked for your camera's login
- Use admin and leave the password blank
- If successful you will be able to Sign In to the camera interface on your local network using Push Mode (Firefox/Safari/Chrome etc.)

To access the camera online, please now see Section 2 of this User Guide. If you are still experiencing technical issues, please re-visit Appendix A in this User Guide and check settings.

NOTES

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